



**State of Louisiana**  
DIVISION OF ADMINISTRATION

**OFFICE OF STATE MAIL OPERATIONS**

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GOVERNOR

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COMMISSIONER OF ADMINISTRATION

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**Information Notice 02-01**

**Extremely Important**

Agencies that recently moved are currently encountering problems that lead us to offer specific recommendations designed to help you “move” your mail to a new facility. The biggest problem stems from the fact that the Post Office provides delivery for street addressed mail to only one location inside the facility. This will create problems in buildings that house more than one agency because the delivered mail WILL NOT be separated by agency. Someone must be in the designated delivery office AT ALL TIMES to sign for Certified Mail (or anything else that the USPS requires a signature to deliver). **We STRONGLY RECOMMEND that all affected agencies discontinue using street address for USPS mail deliveries and begin using PO boxes exclusively to receive USPS delivered mail.** Other recommendations are:

1. Provide the post office with completed, change of address forms prior to moving. Include the agency name, section or unit name, and suite number(s). Provide your vendors, contacts, etc. with the same information because the USPS does not notify the vendors. They only forward mail for a specified period of time.
2. Include a pre-addressed, pre-barcoded, courtesy reply envelope in any outgoing mail that you expect a response from the recipient.
3. Review the shipping/mailing addresses on:
  - a. Purchase orders for forms, envelopes, letterhead, booklets, etc.
  - b. Inventories of forms.Replace and destroy older revisions as soon as the new form is received, reviewed, and approved for use.
4. Provide UPS, FedEx, freight companies, etc. (and the vendors that use them) with your new street address. Include section/unit/division names and the appropriate suite number.
5. Provide OSMO with your new address (we only deliver to street addresses) two (2) weeks before the move. Let us know when to stop delivering mail to your old address, and tell us where and when you want to begin receiving in the new location.
6. Do not allow employees to receive personal mail/shipments at work. It creates forwarding problems when they leave.